

Plymouth Schools Library Service

User Satisfaction Survey 2010.

Introduction

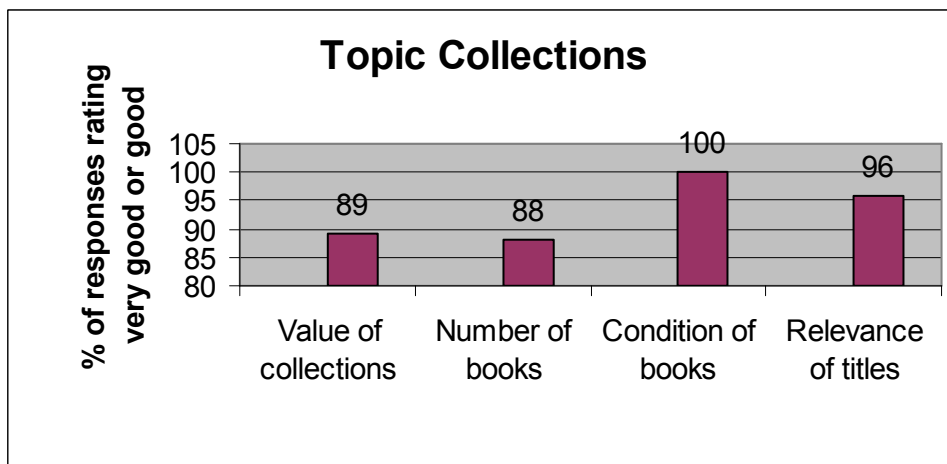
The user satisfaction survey was conducted from September – December 2010 and responses were collected from a paper questionnaire and through one-to-one interviews.

We received 26 responses from 22 schools (30% of the Plymouth schools who subscribe to our service)

We asked specifically about our topic collections, specialist loans, exchange and advisory and practical support. We also asked for a general rating for our customer care, staff knowledge and expertise and a final comment on the value for money we give and our service overall.

In all cases respondents were asked to rate different aspects using the criteria very good, good, satisfactory, poor and very poor.

Topic collections



In response to “How are the topic collections used in your school?” we had a range of replies:

- Literacy/research/mind-maps/display
- Research and reading around a subject
- Popular for tutor periods
- Pupils are taught research skills and then use the books for individual research
- Use the books to teach learning skills and format of non-fiction

- I use them to support the study units we are doing and encourage the children to read non-fiction books
- We use the book loans to support topics taught and find them a valuable way to enrich the children's learning experience. The topic books are used for free perusal, shared first by the teacher and then pupils after, to extend a learning session with further research
- Guided reading
- To enjoy a book – reading around a subject
- Creative curriculum / cross curricular study
- To support learning – use of topic is built into lesson planning to reinforce information skills
- Couldn't manage without them.

Specialist loans

Our specialist resources support specific individual pupil's / small group needs, e.g. large print, low reading ability, gifted & talented, storytapes, dual language texts, widget books, storybags etc. Teachers at schools who subscribe to our standard package can borrow up to 25 items per term in addition to their topic allocation.

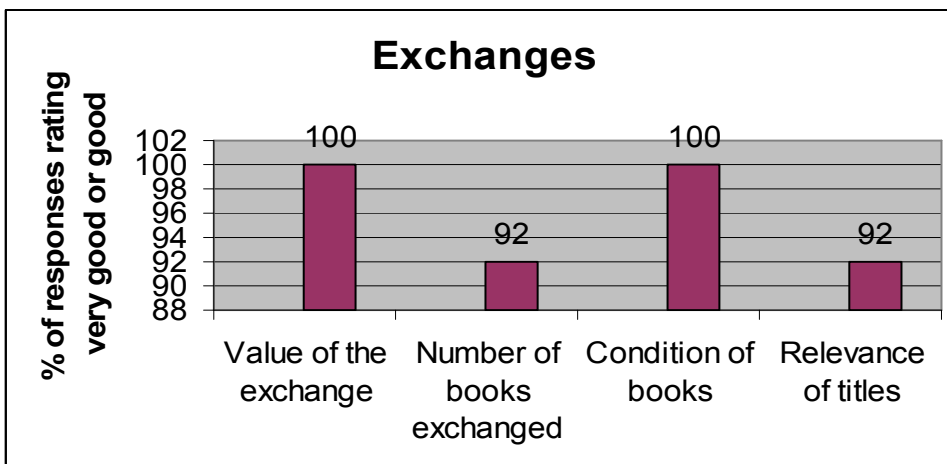
18 respondents were entitled to this loan service and 8 have used it in the last year.

Suggestions for new specialist resources included:

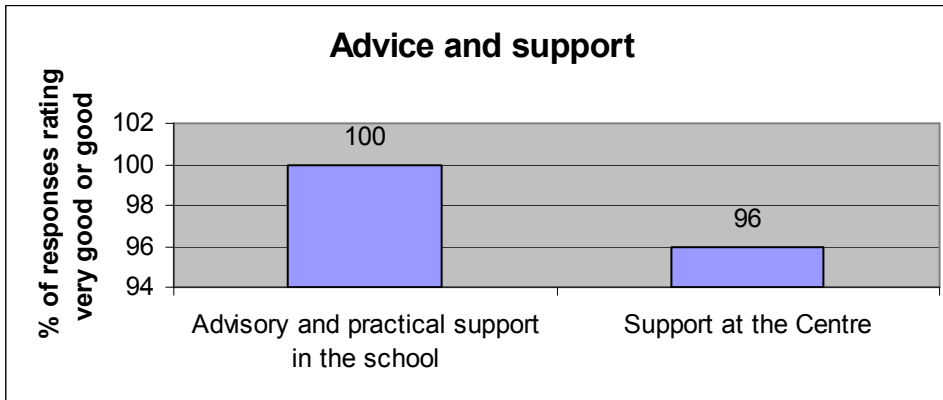
- DVDs / CDs
- Multiple copies of fiction books for example 5 to 10 copies of a title for reading groups.
- More dual-language – Dutch / mandarin
- Posters

Exchanges

Subscribing schools hold a deposit collection of 2 books per pupil and this collection is kept up-to-date with an exchange of 40% of the collection every year.



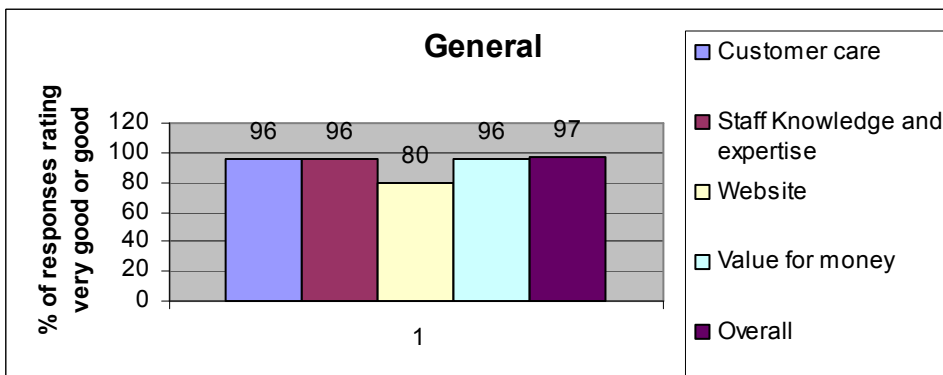
Advisory and Practical Support



Comments received:

- Very useful
- I find the support invaluable.
- Staff go out of their way.
- We are kept up to date by e-mails and advertising materials

Overall



Our response to suggestions for future developments and comments regarding recent initiatives:

Suggestion / comment	Our response
Schools buy into library staff to run a regular monthly Book Club at the school.	Introduce a "Book Club" package for schools to buy into.
Have been told about the initiative to send popular authors' new books as they are published & then counting them as part of our exchange. I think that this is a great idea as if I waited until an exchange the books would, more often than not, have gone from the shelf.	Continue this service for secondary schools for the year 2011-2012 and seek feedback in the spring of 2012 in preparation for 2012-2013

Very likely to recommend [you] to others. Surely all the schools in Plymouth use your service? If they don't, they're mad! Keep on doing the great job you are doing and resist any attempts by the authority to cut your service!	82% of Plymouth schools subscribe to either our standard or light package. We will continue the regular monitoring and review of our services to ensure we sustain this level of buy-back.
As Accelerated Reading is being used by an ever increasing number of schools is there any way of identifying AR books at SLS and having a wider range of non-fiction AR titles on the shelves	We are currently installing a new Library Management system that will highlight AR titles held in stock.
Would it be possible for a Primary school to purchase the standard package for KS1 and light for KS2?	Schools who wish to do this from April 2011 will be able to do so.
Would you consider providing a menu / flexible feast / pick and mix service?"	The new light pack introduced in April 2010 ensured we were able to maintain a schools library service in Plymouth that continued to provide a cost-effective quality support service whilst giving schools a choice over level of provision
Development of "Locality Packs" – not just historical but present day	We are currently exploring joint working opportunities with the Plymouth Record Office
Like the idea of DVDs in projects	From April 2011 teachers can request DVDs in their topic collections.
Would like to receive my topic collection at the end of the term before I intend teaching it so that the books can be used for lesson planning	Continue to review our delivery system
Topics still collected too early	
Packages to support SEAL – Bullying, bereavement, separation/divorce	These resources can be borrowed as a topic collection or specialist loan. Topic requests will be monitored this year with a view to the viability of maintaining pre-packed collections for most popular standard requests
Hi-Lo topic boxes for KS2	

Empowering the Individual Learner:

- Pupils benefit from more top-quality, up-to-date resources
- Teachers have more time to teach
- Schools get more for their money